



County of Yolo

120 W. MAIN STREET

WOODLAND, CALIFORNIA 95695

(916) 661-2750

DEPARTMENT OF
SOCIAL SERVICES

February 3, 1998

Curtis Howard
Welfare-to-Work Division
California Department of Social Services
744 P Street, MS 9-701
Sacramento, CA 95814

Dear Mr. Howard,

Yolo County requests the California Department of Social Services include our County's Greater Avenues to Independence (GAIN) Program grievance process in our CalWORKs Plan.

If you have any questions, please call me at (530) 661-2757.

Sincerely,

Margaret J. Sheldon, Director

4/8/0

YOLO COUNTY COMMUNITY PARTNERSHIP AGENCY
JOB TRAINING PARTNERSHIP ACT

COMPLAINT RESOLUTION PROCEDURE

I. NON-CRIMINAL COMPLAINT PROCEDURES

This complaint resolution is intended to resolve any issue arising between the Yolo County Community Partnership Agency or any subrecipient and any participant under any Title of the Act. Subrecipients must use this procedure to resolve issues with the Yolo County Community Partnership Agency.

Complaints may be brought by any individual or organization, including but not limited to program participants, subrecipients, contractors, staff of the recipient or subrecipient, applicants for participation or financial assistance, labor unions and community based organizations.

In cases where the nature of the complaint involves conduct which not only violates the Job Training Partnership Act (JTPA) or its regulations but also the Federal or State Constitution, a Federal statute other than JTPA, or a State or local law, the complainant may, with respect to the non JTPA cause of action, institute a civil action or pursue other remedies authorized under Federal, State or local law without first exhausting this procedure.

In cases where a participant is an employee of a recipient or subrecipient and alleges that an occurrence constitutes a violation of the Act, regulations, grant or other agreement under the Act, as well as a violation of the terms and conditions of employment under a State or local law or a collective bargaining agreement, the participant may pursue this complaint resolution procedure or the applicable grievance procedures under the State or local law or the collective bargaining agreement, as provided in Section 629.53 of the JTPA regulations. A participant who elects to use this procedure, unless otherwise prohibited, is not precluded from filing a complaint under Section 629.52 or vice versa.

This procedure is adopted in accordance with Section 629.52 of the JTPA regulations. This procedure supersedes all prior complaint resolution procedures adopted by this Agency. Any complainant must exhaust this procedure before filing a formal allegation with the State of California under Subpart D, Part 629 of the JTPA regulations.

A. DEFINITIONS:

1. Subrecipient: Any person, organization, or other entity which receives financial assistance under JTPA through the Yolo County Community Partnership Agency to carry out substantive work (e.g., employment training; supportive services).

2. Contractor: Any person, corporation, partnership, public agency, or other entity which enters into a contract with the Department of Labor, a recipient, or a subrecipient under the Act.
3. Complainant: A complainant may be any person, organization or agency which believes that the Governor, Yolo County Community Partnership Agency or any of its subrecipient violated the Job Training Partnership Act, regulations under the Act or any agreements under the Act.
4. Respondent: The party against whom a complaint is brought under this procedure and may be the Governor, Community Partnership Agency, a subrecipient, or a contractor.
5. Party: "Party" includes both complainant and respondent.

B. USE OF PROCEDURE:

This complaint procedure is not intended to be a means of changing laws, regulations or policies.

C. COMPLAINT RESOLUTION PROCEDURE:

1. Filing of Complaint.

- a. Complaints shall be filed with the filing officer designated by the agency.
- b. While oral complaints may be made, it is preferable that all complaints be filed in writing. Where a complaint is made orally, it shall immediately be reduced to writing with the aid of the filing officer. The complaint shall be signed by the complaining party.
- c. Complaints may be filed by mail or be delivered personally to the designated officer. Complaints filed by mail shall be deemed filed when received by the Agency.
- d. The filing of a complaint shall be considered as a request for Hearing and must be signed and dated. The complaint should also contain the following information:
 - (1) full name, telephone number and address of the complainant
 - (2) full name, telephone number and address of who the complaint is against (respondent)

- (3) clear and concise statement of facts including dates constituting the alleged violation
 - (4) citation of the provisions under the Act, regulations, grant or other agreements under the Act, believed to have been violated
 - (5) remedy sought by the complainant
- e. Complaints should be filed as soon as possible after the occurrence of the action or event giving rise to the complaint, but in no event longer than one (1) year following the occurrence of the action or event, unless the complaint alleges fraud or criminal activity for which no time limitation shall be implied.
 - f. Upon filing a complaint, and at each stage thereafter, each complainant shall be notified in writing of the next step in the procedure.
 - g. Each complainant shall have the opportunity to withdraw or amend the complaint in writing at any time prior to a hearing.
 - h. The identity of any person who furnished information relating to, or assisting in; an investigation of a possible violation of the Act shall be kept confidential to the extent possible consistent with a fair determination of the issue.

2. Informal Conference:

Upon receipt of a complaint, the Agency Director or his designee will designate an impartial member of the staff to meet with the complainant discuss the issues and conduct an informal conference.

- a. Before the informal conference the staff member will review the case and ascertain facts prior to meeting with the complainant.
- b. At the informal conference, the parties will attempt to reach an appropriate resolution of the complaint.
- c. The informal conference shall be scheduled within six (6) days of filing the complaint and the complainant and respondent shall be notified in writing of the time and place of the conference.
- d. Failure of the complainant to attend this conference shall not preclude his/her right to request a hearing on the subject if he or she is otherwise entitled to a hearing.

- e. If a mutually satisfactory resolution results from the conference and the representative of Yolo County Community Partnership Agency concurs, the Agency's staff member shall write a brief report stating the issues and resolution, which shall be placed in the administrative file and sent to the parties involved. The matter will then be considered closed.
- f. If resolution does not result, the Yolo County Community Partnership Agency staff member shall write a brief report stating the issues and final determinations made as a result of the review process. The report shall be provided to the parties in writing within 5 working days following the informal conference.
- g. The complainant shall also be provided with written notification of the complainant's right to a hearing. This notification shall inform the complainant of the procedure for requesting a hearing and how the hearing will be conducted.

3. Notice of Hearing

- a. Complainant and respondent shall be notified in writing of the hearing at least ten (10) days in advance of the date of the hearing. If possible; the notice should be in the language of the complainant's greatest fluency.
- b. Other interested parties may apply in writing for notice of the hearing if the interested party is a person or organization potentially affected by the outcome of the hearing. The notice shall state whether the party may participate in the hearing and, if so, under what conditions.
- c. The notice shall contain:
 - 1. The complainant case number, date of notice, name of complainant and respondent.
 - 2. The date and hour of the hearing.
 - 3. The place of the hearing.
 - 4. The purpose of hearing and a statement of the issues to be decided and pertinent sections of the Act or regulations involved.

5. The necessity for attending the hearing and the disadvantage of not attending including the fact that a complainant must exhaust this procedure prior to bringing any action before the Governor under Section 629.52 of the JTPA regulations, unless the complainant appeals after exhausting the procedures found in Section 629.53 and if the complainant fails to appear, the hearing will be dismissed against said complainant.
6. A statement of complaint's rights to present testimony, to bring witnesses and records, to be represented by counsel, and to present oral argument.
7. Advice as to where further information or assistance may be obtained, including an address or telephone number of a Yolo County Community Partnership Agency staff member who can answer inquiries.
8. A statement that the complainant may withdraw the request for a hearing prior to the hearing.

6. Conduct of Hearing:

- a. The Community Partnership Agency shall designate an impartial and independent hearing officer to preside over the hearing.
- b. There shall be a full opportunity for the complaint to be heard.
- c. All parties shall have the right to be represented by counsel or other representatives of their own choosing.
- d. All parties shall be entitled to hear the whole testimony and evidence produced against them, to know the claims or charges made against them, and to confront and be confronted by all parties and witnesses on the other side.
- e. All parties shall have the right to offer evidence and witnesses in their behalf and to rebut or explain testimony or evidence against them. This shall include the right to cross examine other parties and witnesses and to offer argument or explanation in support of their positions or contentions.

- f. The parties shall have the opportunity to have public records or documents relevant to the issues produced by their custodian when such records or documents are kept by or for the Yolo County Community Partnership Agency or its subrecipients in the ordinary course of business.
- g. There shall be a final written decision within sixty (60) days of the filing of the complaint, setting forth findings of fact and giving reasons for the decision, and a statement of the remedies to be applied. The time period for issuing the final written decision may be extended with the written consent of all of the parties, but only for good cause shown.
- h. The conclusions or opinions in the decision shall be governed by and based upon all the evidence adduced at the hearing. There shall be reasonable grounds to support them.
- i. Order of Hearing:
 - (1) The hearing officer shall begin the hearing by summarizing the record and the issue and should explain the manner in which the hearing will be conducted, making sure that everyone involved understands the proceedings. Such explanations should be adapted to the needs of the specific situation. The hearing officer shall take testimony under oath or affirmation.
 - (2) The burden of proof should be reasonable and flexible, dependent upon the circumstances of the case involved. The hearing officer determines the order of proof. Generally, the party making the complaint has the obligation of establishing his or her case and should be examined first.
 - (3) The party involved has the right to be represented if he or she so desires. Otherwise, he or she is limited to his or her own abilities and those of the hearing officer in obtaining testimony in the case.
 - (4) It is important that the hearing officer obtain the fullest information for the record. If the parties involved or their representatives do not know how to ask the right or pertinent questions in pursuing the right to due process, it shall be necessary for the hearing officer to step in and have the materials and relevant facts elicited.

(5) Generally, strict rules of evidence shall not apply in obtaining facts. However, the quantity of evidence required to support a decision or an issue should be sufficiently credible that a court, upon reviewing the decision, would conclude that the decision is supported by substantial evidence.

(6) The hearing officer should attempt to negotiate resolution of the issue at any time prior to the conclusion of the hearing.

j. Decision: The hearing officer must prepare a proposed written decision within fifteen (15) working days of the conclusion of the hearing, but in no event later than fifty (50) days after the filing of the complaint. Said proposed decision shall be sent to the executive officer of Yolo County Community Partnership Agency. The simple, non-technical language and should include the following information:

(1) A statement that the hearing was held at which the involved parties, their representatives, and witnesses appeared and were heard.

(2) A listing of the attendees.

(3) A clear and concise statement of the issues.

(4) The findings of fact based on the entire record as disclosed at the hearing.

(5) The opinion and reasons for the decision based on the material and the applicable section of the Act, regulations, or agreements under the Act.

(6) The conclusion, based on the findings of a statement of remedies to be applied.

(7) A statement that the procedures delineated in Section 629.52 of the JTPA regulations have been complied with.

(8) Length of time, manner and place in which a request for review of the complaint may be filed in writing with the Governor or the state. The request for review must be filed within 10 days of receipt of an adverse decision or 10 days from the date on which the complainant should have received decision.

- k. Action: Upon receipt of the hearing officer's proposed decision, the agency director shall transmit the proposed decision to the Board of Supervisors. The board may adopt, in whole or in part, or modify the decision. The action of the governing board shall constitute Yolo County Community Partnership Agency's final written decision and shall be transmitted to complainant, respondent, and any interested party, within sixty (60) days of the filing of the complaint. The final written decision shall be as specified in subsection "j" on prior page.

1. Record of Hearing:

The hearing shall be recorded by a certified shorthand reporter or a tape recording. The written proposed decision of the hearing officer, and the final decision of the Yolo County Board of Supervisors shall serve as the official record of the hearing. If the hearing is tape recorded, the tape recording shall be retained along with the hearing officer's decision as a record of the hearing.

II. DISCRIMINATION COMPLAINT PROCEDURES

A. Complaints on the Basis of Race, Color or National Origin

Section 167 of the Job Training Partnership Act prohibits discrimination on the basis of race, color, or national origin under Title VI of the Civil Rights Act of 1964, on the basis of age under the Age Discrimination Act of 1975, and on the basis of sex under Title IX of the Education Amendments of 1972.

Any complaint alleging discrimination on the bases cited above must be filed with the Department of Labor within 180 days of the alleged occurrence.

Upon request of the complainant, it will be the responsibility of the Community Partnership Agency to make the complainant aware of and provide assistance with:

1. Notice of Investigatory Uses of Personal Information
2. Complainant's Consent for Investigatory Use of Personal Information
3. Complaint Information Form

Complaints shall be made aware that they must file these complaints directly with the U.S. Office of Civil Rights by forwarding to:

Regional Director
U.S. Office of Civil Rights
Department of Labor
450 Golden Gate Avenue
San Francisco, CA 94102

B. Complaints on the basis of Handicap

Section 167 of the Act also prohibits discrimination on the basis of handicap under Section 504 of the Rehabilitation Act of 1973. Any complaint alleging discrimination on the basis of handicap must be filed with the Community Partnership Agency within 180 days from the date of the alleged discrimination. Complainants must first exhaust the Agency's hearing procedures and second the State review procedures before filing their complaint with the U.S. Office of Civil Rights. Complainants shall be made aware of these procedures upon filing their complaints at the local level.

III. CRIMINAL COMPLAINT PROCEDURES

All information and complaints involving fraud, abuse or other criminal activity shall be reported directly and immediately to the federal Secretary of Labor.

YOLCO COUNTY DEPARTMENT OF SOCIAL SERVICES
GAIN PARTICIPANT GRIEVANCE PROCEDURE

I. SCOPE OF JURISDICTION

- A. The scope of the County Grievance Procedure is limited by MPP Section 42-787. In no event shall this procedure be interpreted as a means of changing applicable laws and regulations; nor of appealing a State Hearing decision or Independent Assessment.
- B. The sole issues for resolution through the Grievance Procedure shall be:
 - 1. Whether a program assignment or requirement is in violation of the contract.
 - 2. Whether a program assignment or requirement is inconsistent with the program.

II. RIGHT TO REQUEST A GRIEVANCE HEARING

- A. A participant shall have the right to request a formal grievance hearing, subject to the above scope of jurisdiction.
 - 1. Such request shall be in writing and shall include:
 - a. The participant's name and address.
 - b. The action or determination with which the participant is dissatisfied.
 - 2. The request shall be filed on the date it is received by the Department, and aid pending determination shall be made in accordance with criteria set forth in MPP Section 42-787.
 - 3. The request for hearing shall be filed within 90 (ninety) days of the action or determination with which the participant is dissatisfied.

III. HEARING PROCEDURE

- A. The hearing shall be scheduled within ten days of the filing date, and written notification of hearing will be provided to the participant.
- B. The participant shall have the right to:
 - 1. Present evidence and question witnesses at the hearing.
 - 2. Obtain a written Statement of Position from the County one working day in advance of the Hearing.
 - 3. A written decision which includes findings of fact, conclusions of law and an explanation of the right to appeal the decision through the State Hearing procedure.
 - a. Such written decision shall be available to the participant no later than 30 (thirty) days from the filing date.

4. Be represented by any person or organization he/she so designates.
 5. Examine all relevant documents including but not limited to the case record and applicable regulations, in advance of the hearing.
- C. The Director shall appoint an impartial party to act as Hearing Officer and reader proposed grievance decisions.
1. Authority to render a final grievance decision rests with the Director or designee.
 2. Such decisions may be appealed through the State Hearing process.



County of Yolo

120 W. MAIN STREET

WOODLAND, CALIFORNIA 95695

(916) 661-2750

DEPARTMENT OF SOCIAL SERVICES

January 9, 1998

Curtis Howard
Welfare to Work Division
California Department of Social Services
744 P Street, MS 9-701
Sacramento, CA 95814

Dear Mr. Howard:

Enclosed is Yolo County's CalWORKs Plan as approved by the
Yolo County Board of Supervisors.

If you have any questions you may call me at (530) 661-2757.

Sincerely,

Margaret J. Sheldon, Director

Enclosure

lemscwp:wazs(c)

CERTIFIED COPY

BOARD OF SUPERVISORS Yolo County, California

Meeting Date: January 6, 1998

To: CAO

County Counsel

Auditor

Public Works

Cmty. Devel.

Cmty. Part.

Health Services

Human Resources

Social Services ✓

Entry No. 21

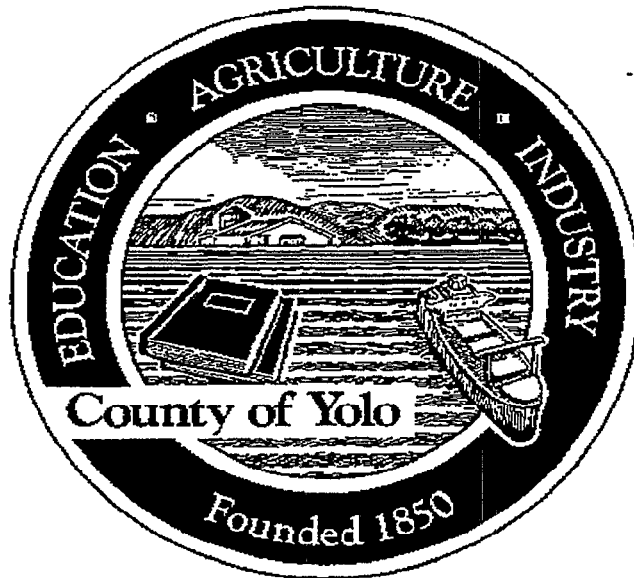
Minute Order No. 98-19: At the conclusion of a public hearing, approved and authorized the Chairman to sign CALWORKs County Plan for Yolo County and Department of Social Services.

MOTION: Oakley. SECOND: Pollock. AYES: Pollock, McGowan, Oakley, Rosenberg.
ABSENT: Stallard.

Entry No. 22

Minute Order No. 98-20: Approved and authorized the Chairman to sign letter of support for Grant Application to the State Water Resource Control Board to fund an Erosion and Sediment Control Demonstration Program on Cache Creek.

MOTION: Pollock. SECOND: Oakley. AYES: Pollock, McGowan, Oakley, Rosenberg.
ABSENT: Stallard.



CalWORKS Plan

**Submitted
January 9, 1998**

Yolo County Board of Supervisors

**Dave Rosenberg, Chairman
Mike McGowan, First District
Freddie Oakley, Second District
Tom Stallard, Third District
Lynnel Pollock, Fifth District**

Prepared By:

**Department of Social Services
Meg Sheldon, Director**

This plan is submitted pursuant to Section 10531 of the Welfare and Institutions Code required by The Welfare to Work Act of 1997, AB 1542.

EXECUTIVE SUMMARY

Briefly describe the CalWORKs program of Yolo County. Include:

- (1) A listing of the major program goals and objectives; and*
- (2) A brief description of the major program elements which will contribute to those goals and objectives.*

The CalWORKs Program created by Assembly Bill (AB) 1542 replaces both the Greater Avenues for Independence (GAIN) Program and the Aid to Families with Dependent Children (AFDC) Program. The CalWORKs Program gives counties discretion in how services will be offered or what particular approach the county will take in implementing welfare-to-work activities. Yolo County is submitting a "County Plan" that is consistent with state law and describes how Yolo County intends to use its discretion in delivering the full range of activities and services necessary to move CalWORKs recipients from welfare to work.

Yolo County's CalWORKs Plan documents, where appropriate, existing employment and training activities provided primarily by two County departments: Department of Social Services and Community Partnership Agency. Community Partnership Agency provides employment services in Yolo County through the Federal Job Training Partnership Act in conjunction with the Private Industry Council. The Department of Social Services and Community Partnership Agency are currently developing a proposal to merge that will be presented to the Board of Supervisors.

Yolo County Board of Supervisors previously approved current employment and training services through submission of a GAIN Plan by the Department of Social Services and through approval of the Community Partnership Agency and the Department of Social Services budgets. Yolo County's CalWORKs Plan builds upon and incorporates these services and provides for a collaborative approach in program design for the major CalWORKs program elements.

Employment and Training Services

Yolo County will continue to work extensively in collaboration with other public and private agencies to provide employment services and training programs for CalWORKs recipients. Yolo County has established two regional One-Stop Career Centers in Woodland and in West Sacramento. Career Centers are served by staff from:

- Yolo County Department of Social Services
- Yolo County Community Partnership Agency
- State Employment Development Department (EDD)
- Social Security Administration (SSA)
- City of Davis, Parks and Community Services, Child Services Office
- Yuba College

EXECUTIVE SUMMARY

- Los Rios Community College District (LRCCD)
- Washington Unified School District, Adult Education
- Sacramento County Region Occupational Programs (ROP).

In addition to the employment, training, and case management services, the One-Stop Career Centers provide an extensive listing of job opportunities within a seven-county area through collaboration with EDD, the Sacramento Area Commerce and Trade Organization (SACTO) and the three-county regional Job Development Association, serving Yolo, Placer, and Sacramento Counties.

Collaborative Program Design Process

The collaborative approach for the CalWORKs program design for Yolo County emerged from a strategic planning process begun by the Department of Social Services in August 1997. Employees from all levels and functional areas of the Department participated in developing a strategic plan in preparation for welfare reform and in adherence with the Continuous Quality Improvement (CQI) principles of Yolo County.

The following program goals for CalWORKs participants in Yolo County are a product of our strategic planning process.

Major Program Goal

Promote self-reliance through employment services.

Specific Goals

1. Establish integrated employment services for community members at Woodland and West Sacramento locations.
2. Provide early and continuing need assessments for individuals and families.
3. Provide access to affordable child and dependent adult care.
4. Assist individuals to overcome employment barriers.
5. Use multi-disciplinary approach in the delivery of service.
6. Strengthen individuals and families at risk to reduce the need for intervention.

EXECUTIVE SUMMARY

CalWORKs Major Program Elements

With the goals, as well as, mission, vision, and values statements for the Department of Social Services defined in the Strategic Planning process, DSS assigned the following CalWORKs major program elements to work groups. The purpose of the work groups is to develop policies and/or program designs that are consistent with DSS vision, mission, values, goals, and CalWORKs Program requirements. The Department of Social Services Organizational Vision is contained in Attachment A.

The major program elements are:

- Child Care
- Diversion
- Domestic Violence
- Employment, Training & Education
- Family Support Coordination
- Substance Abuse/Mental Health
- Community Service

Child Care

The Child Care Work Group will develop a comprehensive, county-wide child care plan which ensures child care programs are available to current and former CalWORKs participants by providing seamless access to affordable, quality child care and a standardized method of payment.

The Child Care Work Group is composed of members of the Yolo County Child Care Coalition. The Coalition has served as the County's Local Planning Council for many years. Several members of the current Coalition will transition in January 1998 to the newly appointed Local Planning Council, formed in response to CalWORKs legislation.

EXECUTIVE SUMMARY

Domestic Violence

The Domestic Violence Work Group will develop an interim protocol for evaluating risk of abuse for domestic violence victims participating in CalWORKs Program, develop a referral process and exemption standards including a method for integrating these services into employment, training, and educational services so that each client attains both freedom from domestic violence and economic self-reliance.

Employment, Training and Education

The Employment, Training, and Education Work Group will develop a coordinated set of comprehensive employment, training, and educational services to effectively promote self-reliance by helping CalWORKs participants overcome the barriers to employment, secure/retain employment, and build skills for future promotion.

Family Support Coordination

The Family Support Coordination Work Group will develop a system that identifies the communication and referral process between the District Attorney's Family Support Program and CalWORKs to support and enable CalWORKs participants to move toward self-reliance.

Substance Abuse/Mental Health

The Substance Abuse/Mental Health Work Group will develop a process to identify, screen, and refer clients for mental health and substance abuse assessment and treatment including a method for integrating these services into employment, training and educational services so that each CalWORKs participant attains both freedom from substance abuse and economic self-reliance as soon as possible.

Community Service

The formation of a Community Service Work Group will be delayed until after the County's other Work Groups complete their major program policies and designs. The need for changes to the County's existing community service assignment policies can be more appropriately addressed at that time.

EXECUTIVE SUMMARY

Public Input into Yolo County's CalWORKs Program Design

Yolo County is providing broad public input for the development of its CalWORKs County Plan:

- A Welfare Reform Task Force comprised of 32 community members appointed by the Board of Supervisors will oversee the planning process, working in conjunction with the Work Groups to develop a CalWORKs program design. The Task Force begins its work January 1998. The Task Force will finalize a recommended program design for the Board of Supervisors' consideration.
- Community-Based Organization representatives will serve on several of the major program design work groups described above.
- Specific meetings of the Welfare Reform Task Force will be open to the public with prior public notification of meeting times and dates. Public comments will be taken at that time for consideration by the Task Force.

Upon completion of the design work, a Board of Supervisors-approved program design for the major program elements of the CalWORKS Program will be sent to the California Department of Social Services as an addendum to this County Plan.

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**(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING
AND SUPPORTIVE SERVICES**

Briefly describe how the county will work with other public and private agencies to provide necessary training and support services. This section should include, at a minimum, a list of the necessary training and support services, and the public and/or private agencies which will provide those services.

Collaboration with Public and Private Agencies

Yolo County will work extensively in collaboration with other public and private agencies to provide employment services and training programs for CalWORKs recipients. Yolo County Department of Social Services' current collaboration with the following agencies will continue under CalWORKs.

- Yolo County Community Partnership Agency (CPA)
- State of California Employment Development Department (EDD)
- Social Security Administration
- City of Davis, Parks and Community Services, Child Services Unit
- Yuba College
- Los Rios Community College District
- Yolo County Superintendent of Schools
- Sacramento County Office of Education
- Washington Unified School District
- Various Community-Based Organizations and Private Employers

One-Stop Career Centers

Employment services and training programs are combined into One-Stop Career Centers. In Yolo County, two Career Centers are in operation to serve CalWORKs participants in Woodland and in West Sacramento. The Woodland Center serves the residents of Woodland, Davis, Winter, Esparto, Knights Landing and rural areas of the county. The West Sacramento Center serves residents of West Sacramento and Clarksburg. The West Sacramento Center is located in a full-service county complex for health and social services.

In the Woodland and West Sacramento Career Centers, the State Employment Development Department (EDD) stations a full-time staff person to work with CalWORKs participants individually and to assist in the Employment Center.

To fully utilize employer job openings, Yolo County's One-Stop Career Centers are linked to Regional Career Development Centers within a seven-county area.

**(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING
AND SUPPORTIVE SERVICES**

New Social Security Field Office

The Social Security Administration will locate a new field office in the West Sacramento County Services Center in January 1998. In Woodland, the Department of Social Services provides a Social Security desk where applicants can obtain information and forms.

Child Care Administration

The City of Davis Child Services Office is the Child Care Resource and Referral (R&R) Program provider and Alternative Payment contractor with the California Department of Education for Yolo County. The City of Davis and Yolo County will jointly administer CalWORKs Stage I child care services. Stages II and III will be administered by the City of Davis to provide a seamless child care services approach. City of Davis Child Services staff are co-located within the Department of Social Services offices in Woodland and West Sacramento.

Proposed Merger of CPA and DSS

Community Partnership Agency (CPA) administers employment and training programs under the direction of the Private Industry Council (PIC) and the Yolo County Board of Supervisors. CPA will work in collaboration with the Department of Social Services to provide employment and training services for CalWORKs participants. DSS and CPA are currently developing a plan to merge the two agencies.

Employment And Training Services

The following pages contains a list of necessary training and support services and the public and/or private agencies which will provide those services in Yolo County.

**(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING
 AND SUPPORTIVE SERVICES**

Employment And Training Services And The Public And/Or Private Agencies Which Will Provide Them	
Orientation	Agencies: Department of Social Services (DSS) City of Davis, Child Services Unit Community Partnership Agency (CPA) In Yolo County, CalWORKs applicants are given the opportunity to begin their job search activities prior to the determination of eligibility for aid on a voluntary basis. All applicants are referred by intake workers to an Orientation. Recipients are referred to the Orientation by DSS at reinvestigation. Information is provided on employment services, child care, transportation, and participant rights and responsibilities in meeting the eligibility requirements of aid programs. Emphasis is placed on an applicant's right to work.
Appraisal	Agencies: Department of Social Services After participating in the Orientation, applicants make an appointment with a DSS case manager. The case managers conduct individual interviews, make referrals to resolve barriers to employment, and establish need for supportive services. DSS case managers initiate the appropriate next referral for job search, educational and/or job training activities. Case managers also assess self-employment options, such as child care provider, that may be possible for the applicant.
Job Club	Agencies: Yuba College Los Rios Community College District Community Partnership Agency The Yolo County Job Club Workshop is offered as a career development course through Yuba College in Woodland and Los Rios Community College District in West Sacramento. Community college instructors co-facilitate the workshop with County staff. Clients, who participate in a Job Club at the County office, are also enrolled in the community college and receive course credits for completion. The general public has access to the workshop.
Job Search Workshop	Agencies: Department of Social Services Community Partnership Agency EDD The Job Search Workshop is a motivational, structured, group activity stressing time management, urgency, and focus. It is designed to refine job seeking techniques and to help clients actively seek employment, primarily using telemarketing. Limited-English workshops are

**(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING
AND SUPPORTIVE SERVICES**

**Employment And Training Services And The Public And/Or Private Agencies
Which Will Provide Them**

Job Search Workshop (continued)

CalWORKs participants, who have the potential for immediate job placement due to previous work experience and/or who have acquired skill sets needed in today's job market, are immediately referred by case managers to the Job Search Workshop, by-passing Job Club activities.

Supervised Job Search /Employment Center

**Agencies: EDD
Department of Social Services
Community Partnership Agency**

CalWORKs participants who complete Job Club or Job Search Workshop are referred to Supervised Job Search in the Employment Center. This component provides access to phone banks and EDD job services including job orders and direct referrals to employers. CalWORKs recipients develop employer contact lists and contact employers.

Assessment

**Agencies: Community Partnership Agency
Department of Social Services**

During the initial Assessment, CalWORKs participants develop with their case manager a Welfare-to-Work Plan that will lead to employment. An individual's aptitudes, skills, values and interests are examined to clarify and reinforce employment goals, focusing on the short-term and encouraging participant responsibility in achieving long-term goals in lifelong learning process. Self-employment options may be considered at this time.

Continuing Assessment provides an in-depth look at feedback the CalWORKS participant has received from employers, workshop staff, and case managers to determine why the person has not been successful in obtaining employment or is unable to benefit from job services.

**(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING
AND SUPPORTIVE SERVICES**

**Employment And Training Services And The Public And/Or Private Agencies
Which Will Provide Them**

Remedial Education (GED, Adult Basic Education, ESL)

**Agencies: Community Partnership Agency
Yolo County Superintendent of Schools
Lincoln Training Center (Sacramento)
Washington Unified School District
Sacramento County Regional Occupational Programs**

Historically, Yolo County has contracted with educational agencies to provide remedial educational services, including GED preparation, adult basic education, and English as a second language (ESL). Community Partnership Agency helps to fund those activities with Job Training Partnership Act (JTPA) funds.

Yolo County contracts with the Yolo County Superintendent of Schools Office for two different programs: a combined teen parent/adult education class known as PEARLS, and the vocationally centered English Language Acquisition (ELA) Program.

The County also has a contract with Lincoln Training Center for combined vocational and remedial education.

The Washington Unified School District in West Sacramento will provide a district teacher in a GED classroom that will be located in the West Sacramento One-Stop Career Center beginning January 1998.

Sacramento County Regional Occupational Programs (ROP) will offer basic computer classes to youth and adults in the West Sacramento One-Stop Career Center.

DSS case managers may also refer participants to any other programs in the community which are appropriate, such as Woodland Adult Education, the Carpenters Union's Regional Occupational Program for the Russian-Speaking Community.

Alternative Work Experience

Agencies: Community Partnership Agency

Alternative Work Experience Community Services (AWEX) is a non-salaried work assignment with public or private nonprofit agencies, that will maintain, enhance and/or renew the client's job skills, build work habits or expedite the transition to employment.

(Refer to Attachment B - Alternative Work Experience Worksites)

**(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING
AND SUPPORTIVE SERVICES**

**Employment And Training Services And The Public And/Or Private Agencies
Which Will Provide Them**

On-The-Job Training

Agencies: Community Partnership Agency

Yolo County contracts with area employers to provide On-The-Job Training for set periods of time at negotiated wages. Employers who hire trainees receive a subsidy from CPA (utilizing JTPA funds) during the training period. The length of the training period is based on the average training period described in the U.S. Department of Labor's Dictionary of Occupational Titles (DOT) and the participant's current skill set. CPA staff provide case management, meeting bi-weekly with the employee and employer.

(Refer to Attachment C - On-the-Job Training Employers)

Vocational Education and Training

**Agencies: Department of Social Services
Community Partnership Agency
Los Rios Community College District
Yuba College
Sacramento County Regional Occupational Programs
Various private providers, such as those listed in the
*Occupation Outlook and Training Directory
for Sacramento and Yolo Counties***

The Department of Social Services will refer CalWORKs participants to the Community Partnership Agency which has access to Job Training and Partnership Act (JTPA) and Welfare-To-Work federal funds that can be used for vocational education and training opportunities in the public and private sector.

Community Partnership Agency in partnership with the Sacramento Area Occupational Research Group (SAORG) and the Labor Market Information Division of the California Employment Development Department annually publishes the "Occupational Outlook & Training Directory for Sacramento and Yolo Counties". The Directory contains basic information on over 150 certificate and degree programs which prepare persons for entry into one or more specific occupations. This includes private schools and colleges, regional occupational programs (ROP), and universities. DSS case managers use the directory to assist clients in researching occupations, training requirements, wages, and to determine the outlook for future employment. The directory is a basis for developing vocational training plans for clients.

(Refer to Attachment D - Vocational Education Providers)

**(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING
AND SUPPORTIVE SERVICES**

**Employment And Training Services And The Public And/Or Private Agencies
Which Will Provide Them**

Limited English Proficiency Job Services

**Agencies: Department of Social Services
Community Partnership Agency
Yuba College
Washington Unified School District**

Yolo County provides Job Search services to registrants with limited English proficiency by contracting for a series of Job Search Workshops targeting specific language and cultural groups. The workshops are followed by Job Search in the Employment Center.

Although the County may serve participants who speak various languages, most Limited English Proficiency clients speak Spanish, Russian or South East Asian languages.

Post-Employment Case Management and Supportive Services

**Agencies: City of Davis, Child Care Services
Department of Social Services
YoloBus**

Yolo County provides child care and transportation in the form of bus passes and mileage reimbursement for up to 90 days to participants who become ineligible for aid due to employment. Child care and transportation are also provided to participants in on-the-job training.

Post Employment case management will be considered by the Employment, Training, and Education Work Group whose mission it is to develop a coordinated set of comprehensive employment, training and education services for Cal WORKs participants.

**(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING
AND SUPPORTIVE SERVICES**

To respond to the unique issues of training and education in the CalWORKs program, a policy work group has been established. The purpose of the work group is to develop comprehensive employment, training and educational services to effectively promote self-reliance by helping CalWORKs' clients overcome the barriers to employment, secure/retain employment, and build skills for future promotion.

The stakeholders who will make up the Employment, Training and Education Work Group are: EDD, Community Colleges, County Schools, Adult Education, Regional Occupation Programs, Department of Social Services Income Maintenance Unit, Child Welfare Services, and Community Partnership Agency.

The program design developed by the Work Group will be reviewed by the community Welfare Reform Task Force. Upon approval, the plan will be submitted to the Yolo County Board of Supervisors. The program design will be submitted as an addendum to the County's CalWORKs County Plan.

Does your County have a Refugee Employment Services Plan?

☐ Yes ☒ No

(b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS

Describe the county's partnerships with the private sector, including employers, employer associations, the faith community, and central labor councils, and how those partnerships will identify jobs for CalWORKs program recipients.

Regional Approach in Identifying Jobs

Yolo County takes a regional approach in identifying jobs, focusing on Yolo, Sacramento and Placer County job markets. Community Partnership Agency is a member of a Regional Job Development Association which is made up of representatives from these three counties. The Association shares job placement information throughout the region. Since the greatest source of job placement is from turn-over jobs, i.e. jobs vacated recently by a previous employee, the Community Partnership Agency maintains daily contact with the Job Development Association for industry recruitment information.

Staff from Regional One-Stop Career Centers located in Woodland and West Sacramento work with regional employers to identify employment needs, economic development plans, and employee training requirements and programs.

Employers

CPA job developers have established good working relationships with employers in the County to help ensure consideration of CalWORKs participants for job vacancies. Some of the county's larger employers include:

- United Parcel Service (UPS)
- The Money Store
- Raleys
- Port of Sacramento
- Target
- Walgreens
- Valley Records
- PayLess
- Cohn Industries.

Whenever possible, CPA contacts private employers prior to their locating in the County to determine what job skill sets their business will require. This pro-active approach allows CPA to focus its job training for directly available jobs. CPA conducts this activity with the Sacramento Area Commerce and Trade Organization (SACTO). In addition, Yolo County maintains active relationships with city and county planning agencies that can result in job-focused alliances.

(b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS

Several new businesses recently opened in Yolo County providing employment opportunities for County job seekers:

Hewlett Packard located a distribution center in Woodland which initially provided 20 immediate job openings but will continue hiring as their operations become fully implemented.

Wal-Mart opened a store in June 1997 which contributed some 300 jobs to the community.

Staples Office Supplies opened a store recently hiring 40 people.

Wendy's will be opening a new restaurant in Woodland in January 1998 and hiring 50 people.

Walgreens opened a store in Woodland in December 1997 hiring for several different job categories.

The Money Store will open their area headquarters in West Sacramento early in 1998. The company will hire 150 people initially.

Employer Associations

The California Trucking Association (CTA) assisted Community Partnership Agency in developing a plan that would reduce the number of people in the County dependent on aid programs and find trainable employees for the trucking industry.

A recent survey of California Trucking Association members found that many of these members had a number of unfilled job vacancies in a variety of areas. Based on these surveys, CPA applied to the state Employment Development Department's Job Training Partnership Division for a grant to fund a "Careers in Motion" program.

As a result, CPA received \$488,008 to support both classroom training and on-the-job training. The program is scheduled to run through September 1998 and will target at least 100 long term unemployed in Yolo County, including CalWORKs participants.

(b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS

Other Employment Focused Organizations

CPA managers meet with local employment-focused organizations to help develop long-term economic and work force development strategies that will assist low-income job seekers find employment. These organizations include:

- Davis Area Chamber of Commerce
- Hispanic Chamber of Commerce
- Winters Chamber of Commerce
- Woodland Chamber of Commerce
- Private Industry Council

Civic Groups

In addition, CPA managers attend civic group meetings to discuss employment trends in the County and to encourage job referrals for agency clients. The civic groups include:

- Woodland Rotary Club
- Woodland Reveille Lions Club
- Kiwanis Club of Woodland
- Rotary Sunrise Club.

The Faith Community

United Christian Centers of the Greater Sacramento Area

Yolo County contracts with United Christian Centers (UCC) of the Greater Sacramento Area. UCC provides JTPA eligible clients with remedial education, GED preparation or Adult Basic Education (ABE) concurrently with vocational training needed to prepare them for employment. The classes are held at the Lincoln Training Center in Sacramento.

Yolo Wayfarer Center

Yolo County also contracts with the Yolo Wayfarer Center - a non-denominational faith community program - that provides not only emergency shelter for homeless single adults but also provides a work program. The Center will be expanding its work

(b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS

program beginning early in 1998 to included more structured work activities, such as apartment cleaning and landscaping.

Central Labor Councils

The Private Industry Council serves in an advisory role for the Community Partnership Agency. Two local unions have representatives on the Private Industry Council - ILWU Local 17 and Operating Engineers Local #3. These two unions belong to the Central Labor Council which provides apprentice programs in Sacramento.

The Community Partnership Agency is currently considering pre-apprentice programs offered by the Council as a training option for CalWORKs participants.

(c) LOCAL LABOR MARKET NEEDS

Briefly describe other means Yolo County will use to identify local labor market needs.

Yolo County identifies local labor market needs through a variety of sources, including the California Cooperative Occupational Information System (CCOIS), California Employment Development Department (EDD) Labor Market Information Division, Private Industry Council, and the Sacramento Area Occupational Research Group (SAORG).

The Occupational Outlook & Training Directory for Sacramento and Yolo Counties

The *Occupational Outlook & Training Directory for Sacramento and Yolo Counties* is an annual publication. The directory is a product of California Cooperative Occupational Information System (CCOIS), which is a partnership between state and local agencies to generate local, reliable, useful, and non-duplicative labor market information. The Sacramento-Yolo CCOIS program is coordinated locally by the Yolo County Community Partnership Agency with the support and assistance of the member agencies of the Sacramento Area Occupation Research Group (SAORG). The partner at the state level is the Labor Market Information Division (LMID) of the EDD.

The Directory is a comprehensive volume of local occupational information. It includes 166 detailed occupational outlook profiles and a complete directory of schools and training providers offering programs and services to area residents. The 1996-97 edition contains 40 new occupational outlook profiles, plus updated and expanded training providers located in the Foothill and Sierra communities east of Sacramento. Included in the profiles is a description of the occupation, required training/experience, wages and fringe benefits, certificate and/or degree programs, normal recruitment methods, and supply/demand potential.

Department of Social Services case managers use the Directory to help clients make informed decisions about what careers are available in the area and what careers would be well-suited to their particular interests and abilities.

EDD's California Labor Market Bulletin

Yolo County relies on the labor statistics stated in EDD's California Labor Market Bulletin to track unemployment rates in the County. The unemployment rate for Yolo County in October 1997 (not seasonally adjusted) was 5%, an increase from September's rate of 4.2%. Season fluctuations occur due to the area's extensive agriculture and canning industries.

(c) LOCAL LABOR MARKET NEEDS

Generally, the labor market in Yolo County provides good opportunity for agricultural industries and entry level jobs in the service occupations, manufacturing and warehousing. There are, however, limited opportunities for higher-level, skilled employment, paying a sufficient wage to enable families to attain self sufficiency. To attain self-sufficiency in Yolo County, a single parent with two children (preschool and school age) must earn \$12.85/per hour or \$2,262.26/per month. [1]

[1] *This self-sufficiency standard was developed by Dr. Diana Pearce, Director of The Women and Poverty Project of Wider Opportunities for Women, 1996 and published as "The Self-Sufficiency Standard for California"*

(d) WELFARE -TO- WORK ACTIVITIES

Each county is expected to offer a range of services adequate to ensure that each participant has access to needed activities and services to assist him or her in seeking unsubsidized employment. [Reference: WIC Section 11322.7(a) Pursuant to WIC Section 11322.7(b). "No plan shall require job search and work experience of participants to the exclusion of a range of activities to be offered to recipients." Activities allowed by state law include, but are not limited to, those listed below. Please indicate which of the following activities will be provided and identify any allowable activities that will not be provided. [Reference: WIC Section 10531(d) and WIC Section 11322.6].

Yolo County will provide the welfare-to-work activities identified below to Cal WORKs participants.

Provided	Not Provided	Allowable Work Activities	Referenced on Plan Page
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unsubsidized Employment	1, 2-4, 7
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Subsidized Private Sector Employment (On-The-Job Training)	6, Attachment C
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Subsidized Public Sector Employment (Work Experience)	5, Attachment B
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Work Experience	5, Attachment B
<input checked="" type="checkbox"/>	<input type="checkbox"/>	On-The-Job Training	6, Attachment C
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Grant-Based On-The-Job Training	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vocational Education And Training	6
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Education Directly Related To Employment	6
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adult Basic Education (Including Basic Education, GED And ESL)	5
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Work Study (Work Activity And Training Activity Concurrently)	5
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Self-Employment	3-4
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Community Service	5, Attachment B
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Job Search And Job Readiness Assistance	3, 4
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Job Skills Training Directly Related To Employment	6
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Supported Work (Grant Diversion)	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Transitional Employment (Grant Diversion)	
<input type="checkbox"/>	<input type="checkbox"/>	Other (List)	

Note: The terms in parenthesis () indicates Yolo County's understanding of the Allowable Work Activity. Yolo County does not intend to offer the Welfare-to-Work Activities: Supported Work and Transitional Employment, through Grant Diversion due to the administrative complexity of the process for both the County and the employer.